Product Release Notes for Avaya Proactive Contact 4.1.2 Database

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Revision History

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0	September 14, 2009
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0.2	October 9, 2009
0.3	October 15, 2009
0.4	October 22, 2009
0.5	October 28, 2009
0.6	November 9, 2009
1.0	November 13, 2009
1.1	November 16, 2009
1.2	November 18, 2009
1.3	November 19, 2009
1.4	December 14, 2009
1.5	January 06, 2010

This document is the release notes for Avaya Proactive Contact 4.1.2 Database. This document details the necessary steps to update an existing Oracle Database.

Before proceeding with this release note, for determining the correct order of referring to the release notes, refer to the "*Sequence of using Avaya Proactive Contact 4.1.2 Release Notes*" document on the Avaya Support site: https://support.avaya.com/css/P8/documents/100068921

NOTE:

- You perform this installation only if you are upgrading from Avaya Proactive Contact 4.1 to Avaya Proactive Contact SP 4.1.2.
- This installation is not required if you are upgrading from Avaya Proactive Contact SP 4.1.1 to Avaya Proactive Contact SP 4.1.2 and have already installed the Oracle Database updates during the Avaya Proactive Contact SP 4.1.1 installation.
- The contents of SP 4.1.1 Oracle updates are bundled with SP 4.1.2 SP; therefore, the log files for Oracle updates have not changed and still reflect the 4.1.1 SP in log statements and or log file name.
- The Oracle updates take approximately 45 minutes to 60 minutes.

1. Pre-requisite

1.1. Check the version of the Oracle Database currently installed

To check the version of the Oracle Database that is currently installed on the dialer:

1. Login to the dialer as `oracle`.
2. Run the following command:

   ```
   /opt/dbase/OraHome1/OPatch/opatch lsinventory
   ```

3. Verify the version of Oracle.

   If the output of the above command is:

   ```
   Installed Top-level Products (2):

   Oracle Database 10g                          10.2.0.1.0
   Oracle Database 10g Release 2 Patch Set 3  10.2.0.4.0

   There are 2 products installed in this Oracle Home.
   ```

   Then, Avaya Proactive Contact 4.1.2 Database update does not need to be installed. Continue with the Avaya Proactive Contact 4.1.2 Dialer Release Notes.

   If the output of the above command is:

   ```
   Installed Top-level Products (1):
   Oracle Database 10g                          10.2.0.1.0


   There are 1 products installed in this Oracle Home.
   ```

   Then, Avaya Proactive Contact 4.1.2 Database update needs to be installed. Continue with this Release Notes to install the Avaya Proactive Contact 4.1.2 Database update.

1.2. Software Dependencies

This procedure assumes that Oracle Database 10g Enterprise Edition Release 10.2.0.1.0 is already installed and functioning. The software referenced in this document is for update purposes only. For this software, the Material ID is *700479058* and DVD is labeled as follows:

Avaya Proactive Contact 4.1.2 Database

Material ID: *700479058*

1.3. Obtaining Avaya Proactive Contact 4.1.2 Oracle database updates

You can order all the CDs or DVDs for Avaya Proactive Contact 4.1.2 using the high level bundle code 700478969. The two ways to obtain this release are:

- Ordering the installation DVD labeled Avaya Proactive Contact 4.1.2 Database, Material ID: *700479058*.
- Downloading the ISO file from Avaya Support Web site and writing it on a DVD.

To download the ISO file:

1. Go to Avaya Support site at *http://support.avaya.com*
2. In the left pane, click **Downloads**.
3. In the "**Please enter the name of your product"** text box, type Proactive Contact. The "Proactive Contact" option appears below the text box. Click **Proactive Contact**.
   The webpage is redirected to the Avaya Proactive Contact page.
4. From the version drop down box, select **4.1.x**.
5. Download the Avaya Proactive Contact 4.1.2 Database ISO image.

To write the ISO file on a DVD:

1. Insert a blank writable DVD in the DVD RW drive.

   NOTE: You can use any available DVD writing tool such as Roxio or Nero to write the ISO file on a DVD.
2. Select the image burning option from the DVD writing software.
   - For Roxio, select the **Copy** > **Burn Image** option.
   - For Nero Express, select the **Image, Project, and Copy** > **Disc Image or Saved Project** option.
3. Browse and select the ISO image for burning. Wait until the DVD burning is completed.
4. Label the DVD as Avaya Proactive Contact 4.1.2 Database. Material ID: *700479058.*

2. Installation

2.1. List of Patches provided by Third Party

This section provides a list of third party patches included in this release.

Work item	Oracle Patch Set	Description

Work item	Oracle Patch Set	Description
wi00313255	p6810189_10204_Linux-x86	Oracle® Database 10g Release 2 (10.2.0.4) Patch Set 3 for Linux x86
wi00313255	p6880880_102000_LINUX	Oracle Interim Patching Tool
wi00313255	p8290506_10204_Linux-x86	Critical Patch Update April 2009

2.2. Pre-installation Procedure

NOTE: Avaya Proactive Contact 4.1.2 Dialer (Material ID: *700479025*) should be installed before starting this installation.

The system should be in a "quiet" state; that is, the application should be shutdown and users logged off.

1. Login to the dialer as **admin**.
2. Run the following commands to shutdown all the PDS processes:
   stop_pds
   stop_mts
   stop_db
3. Run the following commands to verify that all the PDS processes are shutdown:
   check_pds
   check_mts
   check_db

NOTE: Ensure that the swap space must be more than 3036 MB to start the installation. Run the **swapon -s** command to find the amount of swap space.

2.3. Installation Procedure

This procedure will install the Avaya Proactive Contact 4.1.2 Database:

1. Login to the dialer as **sroot**.
2. Verify the following:
   a. Type **cd /etc** and press **Enter**.
   b. Open the **oratab** file in an editor and ensure the following entry exists at the end of the file:

      ```
      orastd:/opt/dbase/OraHome1:N
      ```

      In case, the above entry does not exist, then include the above entry at the end of the file.
   c. Type **ls -altr oratab** and press **Enter**. The oratab file permission and the ownership must be as follows:

```
-rw-rw-r--  1 oracle root     707 Aug 22 08:04 oratab
```

In case, the permission and ownership of oratab file is not as stated above, then:

i. Type **chmod 664 oratab** and press **Enter**.

ii. Type **chown oracle:root oratab** and press **Enter**.

This will change the file permission and ownership to the required value.

3. Go to "`$ORACLE_HOME/network/admin`".
4. Run the following command to take backup of tnsnames.ora:
   cp tnsnames.ora tnsnames.ora.bkp
5. Insert the installation DVD in the DVD ROM drive.
6. Mount the DVD using the following command:
   mount /mnt/cdrom
7. Go to the path- "`/mnt/cdrom`"
   cd /mnt/cdrom

   You will see the following files on the DVD.

   - OracleUpdateInstaller
   - OraclePostInstaller
   - OracleCriticalPatchInstaller
   - upgrade.sql
   - p6880880_102000_LINUX.zip
   - p8290506_10204_Linux-x86.zip
   - p6810189_10204_Linux-x86.zip
   - ReadMe.txt
8. If you are installing Oracle updates on a Non-English version of Avaya Proactive Contact 4.1.2 Dialer then run the following command:

   ```
   export LANG=C
   ```

9. Go to the location where the DVD is mounted. Run the following command to install oracle updates.
   ./OracleUpdateInstaller

   a. In the "`Have you stopped all the Dialer, Oracle and Midtier processes? (Y or N)`" prompt, type "**Y**" if Dialer, Oracle and Mid-tier processes are stopped. If any of these processes are still running, type "**N**" and stop the processes before proceeding.

b. In the "`Please specify path where you have mounted DVD:`" prompt, specify the path where the DVD is mounted.

c. In the "`Please specify path where you want to copy p6810189_10204_Linux-x86.zip,p8290506_10204_Linux-x86.zip,p6880880_102000_LINUX.zip and upgrade.sql files min space required is 2621440K bytes (2.5 GB):`" prompt, specify the path where you would like to copy the files. For example, `/DVD_OPS` path.

   NOTE: The above step takes approximately 5-7 minutes to complete. If the directory named as "Disk1" already exists in the copying location, rename it to "Disk1.old".

   `mv <`**`directory`**`>/Disk1 <`**`directory`**`>/Disk1.old`

   Here the <**directory**> denotes a path where the installation files are copied. The oracle user must have execute permissions on the folder where the files are copied.

d. In the "`Have you installed the Oracle Database 10g Enterprise Edition Release 10.2.0.1.0? (Y or N)`" prompt, type "**Y**".

   This script takes approximately 10-15 minutes to complete.

e. After the installation is successful you will see the following message:

   "`The installation of Oracle Database 10g Release 2 Patchset 3 was successful`".

NOTE: When the above message is displayed, you must press **Enter** to exit.

NOTE: The following warning will be displayed before the above message appears:

```
WARNING:
The following configuration scripts need to be executed as
the "root" user.
#!/bin/sh
#Root script to run
/opt/dbase/OraHome1/root.sh
To execute the configuration scripts:
 1. Open a terminal window
 2. Log in as "root"
 3. Run the scripts
```

The execution of root.sh script is automated in the OraclePostInstaller script that is run in the Post-Installation procedure. The user does not have to do anything manually; therefore ignore this warning.

2.4. Post-Installation Procedure

After successful installation of the Avaya Proactive Contact 4.1.2 Database, run the following steps:

1. Go to the location where the DVD is mounted. Run the following command to run the OraclePostInstaller script:
   ./ OraclePostInstaller
2. At the "`Have you run OracleUpdateInstaller script? (Y or N)`" prompt, type "**Y**" and press **Enter**, if no error occurs.
3. At the "`Please specify path where you have copied upgrade.sql file:`" prompt, specify the path where you have copied the 'upgrade.sql' file.
4. At the "`Enter the full pathname of the local bin directory: [/usr/local/bin]:`" prompt, press **Enter** to select the default location.
5. At the "`The file "dbhome" already exists in /usr/local/bin. Overwrite it? (y/n) [n]:`" prompt, type "**Y**" and press **Enter**.
6. At the "`The file "oraenv" already exists in /usr/local/bin. Overwrite it? (y/n) [n]:`" prompt, type "**Y**" and press **Enter**.
7. At the "`The file "coraenv" already exists in /usr/local/bin.  Overwrite it? (y/n) [n]:`" prompt, type "**Y**" and press **Enter**.

   NOTE: The oracle database upgrade assistant takes approximately 45-50 minutes to complete the post-installation tasks. You see the following message on completion of post installation tasks:
   "`The command completed successfully. Completed invocation of Oracle post installation`".
8. If you are installing Oracle updates on a Non-English version of Avaya Proactive Contact 4.1.2 Dialer then run the following command:

   ```
   export LANG=C
   ```

9. Go to the location where the DVD is mounted. Run the following command to run the OracleCriticalPatchInstaller script.
   ./OracleCriticalPatchInstaller
10. At the "`Have you run OracleUpdateInstaller and OraclePostInstaller script? (Y or N)`" prompt, type "**Y**" and press **Enter**.
11. At the "`Please specify path where you have copied p6880880_102000_LINUX.zip and p8290506_10204_Linux-x86.zip files:`" prompt, specify the path where you have copied these files.

12. At the "`Replace Patch/docs/FAQ? [y]es, [n]o, [A]ll, [N]one, [r]ename:`" prompt, type "**A**" and press **Enter**.
13. At the "`Do you want to proceed? [y|n]`" prompt, type "**Y**" and press **Enter**.
14. At the "`Email address/User Name:]`" prompt, press **Enter**.
15. At the "`You have not provided an email address for notification of security issues. Do you wish to remain uninformed of security issues ([Y]es, [N]o) [N]:`" prompt, type "**Y**" and press **Enter**.
16. At the "`Is the local system ready for patching? [y|n]`" prompt, type "**Y**" and press **Enter**.

    You see the message "`Completed invocation of Oracle's critical patch installer`" on completion of critical patch installation.

    NOTE: The critical patch installation takes approximately 10-15 minutes to install.
17. Reboot the dialer.
18. Login to the dialer as **admin**.
19. Run following commands:
    sqlplus / as sysdba
    SQL> **STARTUP**
    SQL> **alter system reset local_listener scope=spfile sid='*';**
    SQL> **commit;**
    SQL> **SHUTDOWN;**
    SQL> **quit;**
20. Login to the dialer as **sroot**.
21. Go to "`$ORACLE_HOME/network/admin`". Run the following commands:
    a. **mv tnsnames.ora.bkp tnsnames.ora**
    b. Type **ls -altr tnsnames.ora** and press **Enter**. The tnsnames.ora file permission and the ownership must be as follows:
       `-rw-r--r--  1 oracle oinstall  515 Sep  1 09:33 tnsnames.ora`
    c. In case, the permission and ownership of tnsnames.ora file is not as stated above, then run following commands:
       i. Type **chmod 644 tnsnames.ora** and press **Enter**.
       ii. Type **chown oracle:oinstall tnsnames.ora** and press **Enter**. This will change the file permission and ownership to the required value.
    d. Verify the correct hostname is present in tnsnames.ora and listener.ora. For example:

```
        (ADDRESS =
                    (PROTOCOL = tcps)
                    (HOST = <HOSTNAME>)
                    (PORT = 2484)
            )
```

22. Login to the dialer as **admin**.
23. Run the following command to start the database:
    start_db
24. Run the following command to verify that the database is running:
    check_db
25. Run the following command to stop the database:

    stop_db

2.5. Uninstallation Procedure

Not Applicable.

3. List of Customer Fixed Issues, Known Issues, Troubleshooting, and Improvements

For information on Customer Fixed Issues, Known Issues, Troubleshooting, and Improvements as included in the Avaya Proactive Contact 4.1.2 release, refer to the "List of Fixed Issues, Improvements, Known Issues, and Troubleshooting for Avaya Proactive Contact 4.1.1 and 4.1.2 (Dialer, OS, Agent, Agent API, Supervisor, and Database)" document on the Avaya Support site:

https://support.avaya.com/css/P8/documents/100068989

4. Contact Support

Customers can contact Avaya Proactive Contact Technical Support through Internet, email, or telephone. For details visit:

http://support.avaya.com/japple/css/japple?PAGE=OpenPage&temp.template.name=Support_Countries